



CPNI Certificate of Compliance

This is to certify that New Rochelle Telephone, Corp. complies with the FCC's Customer Proprietary Network Information (CPNI) rules. (FCC 47 64.2009)

Signed

Title

Print Name

Dated

New Rochelle Telephone (NRT) does not release nor sell any Customer Proprietary Network Information (CPNI) to any third parties unless required to do so by court order.

NRT receives CPNI for the sole purposes of provisioning telephone lines and billing customers at their request. This information is obtained via recorded third party verifications uploaded to our online billing/provisioning system (Cordia Communications Corp.) and, at the customer's request, from the customer's previous telecommunications carrier. On occasion, NRT accepts written requests for service which are locked in a secure area with access limited to employees at the management level. The information contained in these written and verbal requests is limited to customer's name, address, telephone number, and previous carrier. No personal credit information is obtained or stored.

Persons calling NRT's Customer Service department must verify account specific information before a customer service representative will assist or disclose account information. Customers have the option of password protecting their accounts.

NRT employees are given different levels of security clearance depending on the information necessary to do their jobs. Employees of NRT are given training and instruction as to the confidentiality of CPNI. NRT management has the ability to monitor and track all information accessed by employees in NRT's billing/provisioning system. Employees of NRT are aware the disclosure of CPNI to third parties is grounds for termination.

NRT places orders for telephone service for our customers through the ILEC (Verizon) and has a signed Non Disclosure Agreement (NDA) with them. NRT has a signed NDA with our billing/provisioning system company (Cordia Communications.)

NRT does not provide CPNI to any third party sales agents or telemarketing firms. No third party has access to NRT's CPNI for any purpose.